



COUNTY OF SAN DIEGO

Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

REVENUE AND RECOVERY OFFICER TRAINEE
REVENUE AND RECOVERY OFFICER

Class No. 002483
Class No. 002479

■ CLASSIFICATION PURPOSE

To locate persons with financial obligations for the collection of debts owed to the County of San Diego; and to perform related work as assigned.

■ DISTINGUISHING CHARACTERISTICS

Revenue and Recovery Officers are allocated to the Auditor and Controller Department, Office of Revenue and Recovery. These classes are responsible for the collection of debts owed to the County for purposes other than property taxes and child support. These classes obtain and analyze financial information; negotiate payment agreements; enforce collections through written correspondence, telephone and personal interviews; and determine the feasibility of pursuing litigation.

Revenue & Recovery Officer Trainee:

This is the entry-level class in the Revenue and Recovery Officer class series. Under immediate supervision, incumbents assist in the establishment, maintenance, and monitoring of accounts receivable records. As incumbents gain experience, more difficult work is assigned.

Revenue & Recovery Officer:

This is the journey-level class in this class series. Under general supervision, incumbents perform progressively more difficult collection activities and make more independent decisions that involve interpretation of pertinent laws, policies and procedures, and conduct the renegotiation of payment agreements. This class differs from the next higher class, Senior Revenue and Recovery Officer, in that the latter is a first-line supervisor, responsible for the activities of a unit.

■ FUNCTIONS

The examples of essential functions listed in the class specifications are representative but not necessarily exhaustive or descriptive of any one position in the classes. Management is not precluded from assigning other related functions not listed herein if such functions are a logical assignment for the position.

Revenue & Recovery Officer Trainee

Essential Functions:

1. Handles incoming telephone calls, responds to routine questions, and refers more complex matters to Revenue and Recovery Officers.
2. Provides courteous, high quality service to members of the public by personally responding to requests for service or making appropriate referral.
3. Sorts and screens incoming correspondence and responds or takes appropriate action not requiring a more experienced Officer's attention.
4. Performs office tasks.
5. Processes returned mail using established criteria; determines identity of debtor and/or account for incoming documents.
6. Processes documents and adjusts accounts receivable and/or trusts within established guidelines.
7. Performs audits of accounts upon request for enforcement action, lien clearance and/or escrow.
8. Monitors computer generated reports and action notices to process release of monies.
9. Contacts other County departments for information necessary for proper handling of accounts.

Revenue & Recovery Officer

Essential Functions:

All the functions listed above and

1. Organizes collection cases.
2. Verifies and collects information from law enforcement, Armed Forces, commercial credit agencies, and other governmental agencies at the local, state and federal levels.
3. Establishes collection accounts on order/referral from the Court, District Attorney, Social Services, or other appropriate authorities.
4. Appears in court to verify records.
5. Recommends discharge of debts.
6. Explains accounts to debtors.
7. Locates and secures current address, employment, and asset information on missing debtors through use of community resources such as street indices, social service listings, motor vehicle records, neighbors, and computer records search.
8. Reviews and interprets court orders and other legal documents to determine that accounts are properly established and maintained.
9. Reviews delinquency to determine priorities for best course of action.
10. Conducts interviews.
11. Determines financial ability.
12. Determines feasibility of litigation.
13. Audits, adjusts and processes more difficult and complex accounts to facilitate more effective collections; maintains fiscal/collection records to the standards of court evidence.
14. Confers with supervisor regarding unique situations.
15. Reviews and approves account adjustments completed by subordinate officers.
16. Operates personal computer to obtain and update records.
17. Maintains and applies office policies and procedures.
18. Effects collection by letter, telephone or interview; explains accounts to debtors.
19. Communicates with other County offices, state and federal agencies, law enforcement agencies, attorneys, judges and private sector businesses by phone, correspondence and/or in person.
20. Prepares documentation and assists in the litigation process.
21. Leads and/or directs subordinate staff on a variety of projects.
22. Supervises subordinate personnel in the absence of a Senior Revenue and Recovery Officer.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Telephone techniques to effectively garner information from callers and leads, and to give clear and concise responses to inquiries.
- Indexing and filing rules and systems to ensure complete and proper maintenance of account files.
- Mathematical computations involved in keeping, reviewing and compiling statistical or financial records.
- Basic legal terminology as it relates to court orders and collections of funds.
- Interview and interrogation techniques.
- County customer service objectives and strategies.

Revenue & Recovery Officer (in addition to the above):

- Methods and techniques used in effecting collections.
- Investigative procedures necessary in collecting delinquent accounts.
- Sources and information used in checking financial conditions and responsibilities.
- Basic operation of CRT and computer codes.
- Financial record keeping and billing procedures.
- Basic skiptrace procedures.
- Current laws of confidentiality and other regulations and codes relating to the legal collection of funds.
- Investigative procedures necessary to gather and present evidence.
- Criminal and civil laws related to collections.
- California courtroom procedures.
- Supervision and training practices and techniques.

Skills and Abilities to:

The following apply to both classes:

- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds, and function calmly in challenging situations requiring a high degree of sensitivity, tact and diplomacy.
- Communicate effectively both orally and in writing.
- Establish and maintain complete and accurate records and accounts.
- Read and interpret court orders, legal procedures and other documents involved in the collection of delinquent accounts.
- Use tact and courtesy in working with the general public or representatives of other agencies.
- Input and retrieve data and information stored in a computerized record system.
- Prioritize the importance of tasks and complete work in proper sequence.
- Determine and understand the complexity of a task to set work priorities and to select appropriate and effective work methods.
- Perform simple mathematical computations.
- Provide prompt, efficient and responsive service.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.

Revenue and Recovery Officer (in addition to the above):

- Identify discrepancies and select appropriate solution.
- Demonstrate mature judgment in collecting accounts.
- Interview/interrogate clients effectively in tense situations.
- Compute simple to complex mathematical calculations.
- Provide technical training and guidance to others.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

Revenue & Recovery Officer Trainee:

1. Two (2) years of full time clerical experience in a debt collection agency, OR
2. One (1) year of debt collection experience in a public, private, or retail credit or debt collection environment, OR
3. An Associate (AA) degree.

Revenue & Recovery Officer:

1. One (1) year of satisfactory job performance as a Revenue & Recovery Officer Trainee (i.e. "satisfactory" job performance means that the applicant must have received overall Standard on all performance reports covering the one year of experience), OR
2. Two (2) years of journey-level debt collection experience in a public, private, or retail credit or debt collection environment, with responsibility for personal and/or telephone contact with debtors in a collection capacity.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classifications. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of neck. Frequent: standing, sitting, bending and stooping, twisting of waist, side-to-side turning of neck; fine finger dexterity to operate keyboards and writing materials.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own personal vehicle.

Certification/Registration

None required.

Working Conditions

Office environment; exposure to computer screens. Requires frequent/constant contact with members of the public who may be uncooperative, irate and/or emotionally upset.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in either of these classes shall serve a probationary period of 6 months (Civil Service Rule 4.2.5).

New: June 30, 1979
Reviewed: Spring 2003
Revised: August 11, 2003
Revised: June 15, 2004
Revised: December 28, 2005

Revenue & Recovery Officer Trainee (Class No. 002483)
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Union Code: PS
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Variable Entry: Y
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